

RECEIVED
NOV 27 1996
PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ROGER WAYNE KESSLER SR.
(Your Full Name)
COMPLAINANT
VS.
LOUIS-GAS + ELECT.
(Name of Utility)
DEFENDANT

Case No. 96-586

C O M P L A I N T

The complaint of ROGER W. KESSLER SR.
(Your Full Name) respectfully shows:

(a) ROGER W. KESSLER SR.
(Your Full Name)

348 MINNIE LN. SHEP. KY. 40165-7643
(Your Address)

(b) LOUISVILLE GAS + ELECT. CO.
(Name of Utility)

820 W. BROADWAY P.O. BOX 32020 LOUIS KY. 40232
(Address of Utility)

(c) That: REPRESENTATIVE OF LG&E SAID THEY WOULD
(Describe here, attaching additional sheets if

HOOK ME TO MAIN & SET METER FREE NOT THEY
necessary, the specific act, fully and clearly, or facts

MIT, BUT THEY WOULD. ALL I ASK IS THEY DO
that are the reason and basis for the complaint.)

WHAT THEY SAID THEY WOULD DO. NO MORE NO LESS.

Formal Complaint

ROGER KESSLER SR. vs L.G & E
(Your Name) (Utility Name)

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THIS LETTER COST ME A LOT OF
MONEY, THEY SAID FREE, SO I DID AWAY
WITH OTHER HEAT IN MY HOUSE LIKE FIREPLACE.
ETC.

PLEASE LET ME KNOW (ASAP) IT'S
GETTING COLD THANK YOU VERY MUCH
Rog

Wherefore, complainant asks I Roger Kessler ask
(Specifically state the

only one thing, that the utility company
relief desired.)
or the representative, of the utility Do what
the letter said it would Do, Hook me
up to the gas supply free of charge.

Dated at LOUISVILLE, Kentucky, this 15TH day
(Your City)

of NOV, 1996.
(Month)

Roger Kessler Sr.
(Your Signature)



Louisville Gas and Electric Company
820 West Broadway
P.O. Box 32020
Louisville, Kentucky 40232

August 13, 1996

KESSLER SR, ROGER W
348 MINNIE LN
SHEPHERDSVL, KY 401657643
(502) 955-6764

Dear Customer,

How would you like to receive **substantial savings** on your monthly utility bill? According to our records at Louisville Gas and Electric, there is an existing gas main very close to your home. Once connected, you will be able to enjoy the savings and reliability that is provided by natural gas.

There are several benefits to installing natural to your lot. Natural gas is an environmentally clean burning, low cost fuel utilized by **95%** of the homes in your area.

All this comfort and convenience can be yours by contracting a certified gas technician or plumber of your choice to install your house service line from our gas main to your gas appliance(s). We will connect your house service line to the main and place your gas meter for **free**. All you have to do is to contact our **LG&E Gas Sales Office at 364-8252**.

Sincerely,

A handwritten signature in cursive script that reads "Susan Waller".

Susan Waller
LG&E Gas Sales



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820 West Broadway
P.O. Box 32020
Louisville, Kentucky 40232

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Susan Waller
LG&E Gas Sales

CCS-NBR:960171605 ENTRY DATE/TIME: 3-SEP-1996 09:45:54.00 TYPE CONTACT:H
NAME:KESSLER, ROGER LOUISVILLE GAS AND ELECTRIC COMPANY
ADR1:348 MINNIE LANE UTIL-NUMBER:22200500
ADR2: SERV:GA COMP:OT CONFIDENTIAL:N
CITY:SHEPHERDSVILLSTATE:KY ZIP:41065 CONTACTED UTIL?Y DISC.INITIAL CALL?Y
CNTY:BULLITT PRIORITY:N
HOME PHONE:(502)955-6764 WORK:() - ACCT-NBR:
DATA ENTRY OPERATOR:RG

PRELIMINARY DESCRIPTION:
CUSTOMER RECEIVED A LETTER FROM LG&E INDICATING THERE IS AN EXISTING GAS MAIN
VERY CLOSE TO HIS HOME AND THAT HE COULD BE CONNECTED TO THE HOUSE SERVICE LINE.
PROCESSOR NAME:GEOGHEGAN

PROCESSOR NAME: GEOGHEGAN CALL BACK DATE: 3-SEP-1996 09:48:40.00

CALL BACK INFORMATION:
AND HAVE THE METER PLACED FOR FREE. CUSTOMER HAD A FURNACE INSTALLED IN ORDER
TO BE ABLE TO USE THE GAS SERVICE AND WAS THEN TOLD IT WOULD COST \$900 TO HAVE
THE SERVICE HOOKED UP. LETTER WAS SIGNED BY SUSAN WALLER, LG&E GAS SALES.

UTIL. REPRESENTATIVE: CLARK CONTACT DATE: 5-SEP-1996

UTILITY RESPONSE:
SUSAN WALLER MAILED A SALES LETTER ON 8/13/96, VIA A BLANKET MASS MAILING, TO
THE ZIP CODE (40165) IN SHEPHERDSVILLE AREA USING ADDRESSES TAKEN FROM THE
SPS DATA BASE. THE LETTER STATES THE CUSTOMER HAS A GAS MAIN CLOSE TO THEIR
HOME AND COULD RECEIVE A FREE CONNECTION BY CONTACTING THE GAS SALES OFFICE. IN
RESPONSE TO THE SALES LETTER, ME KESSLER CLD SUSAN ON 8/27/96. AFTER CHECKING
SOME MAPS, SUSAN CONFIRMED THAT GAS IS AVAILABLE TO MR KESSLER, BUT IT IS A PRO
RATA MAIN, WHICH WOULD COST \$898.84 TO CONNECT, ACCORDING TO THE ORIGINAL
PETITION #73004. TO PREVENT THIS SITUATION FROM HAPPENING AGAIN, EACH ADDRESS
WILL BE CHECKED FOR GAS AVAILABILITY AND THAT THE CONNECTION IS FREE BEFORE THE

UTIL. REPRESENTATIVE: CLARK CONTACT DATE: 5-SEP-1996

UTILITY RESPONSE:
SALES LETTER IS MAILED TO THE SMALLER TARGET AREAS. THE LARGE BLANKET MASS
MAILING WERE ONLY USED FOR CONTACTING CUSTOMERS THAT ARE PROBABLE PROPANE
CUSTOMERS THAT LIVE OUTSIDE OF THE LOUISVILLE, JEFFERSON COUNTY AREA. SUSAN
SPOKE W/MR KESSLER ON 9/5/96 AND DISCUSSED THE SITUATION. HE SAID HE CONTACTED
THE PSC BECAUSE OF THE DOLLAR AMOUNT OF THE TAP FEE. WHEN THE AREA ORIGINALLY
PETITIONED HE WAS WORKING & COULDN'T AFFORD THE TAP FEE. HE NOW RECEIVES DIS-
ABILITY & IS IN EVEN WORSE FINANCIAL SHAPE. WHEN HE REC'D THE FORM LETTER, IT
RAISED HIS HOPES. ALTHOUGH HE IS DISAPPOINTED WITH THE "OUTCOME" HE UNDERSTANDS
WHAT HAS HAPPENED. SUSAN CONT'D TO DISCUSS COST RECOVERY, HIS FINANCES AND THE

UTIL. REPRESENTATIVE: CLARK CONTACT DATE: 5-SEP-1996

UTILITY RESPONSE:
ADVANTAGES OF HAVING NATURAL GAS. HE ASKED SUSAN TO SEND HIM A NEW CONTRACT SO
THAT HE CAN GET HOOKED UP.

NO STAFF REFERRAL RECORD ON FILE